inside i-Guide™

user reference manual

suddenlink®

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Rovi Corporation
2830 De La Cruz Boulevard
Santa Clara, CA 95050

welcome to i-Guide

Introducing the interactive program guide from Rovi and your cable system. **i-Guide** is intuitive, intelligent and inspiring. It unlocks a world of greater choice, convenience and control so you can fully enjoy your digital cable entertainment experience.

With **Digital Cable**, you have more programming choices than ever before. And with **i-Guide**, you can effortlessly find your favorite shows and stars on TV – you're in control.

With 90-minutes of program listings at a glance, you'll find **i-Guide** easy to use and navigate. The **Quick Menu** allows you to move easily to the programming and information you want. You'll be able to easily set **Recordings**, **Reminders**, **Favorites** and **Parental Controls**. Use **Mini Guide** to browse future listings while you continue to enjoy watching TV.

This manual provides you with the detailed information about important features in **i-Guide** so you can get started enjoying your digital cable experience.

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basic navigation tips

In i-Guide, **yellow** is the highlight color. To navigate the guide, use the arrows on your remote control. The highlight appears on-screen to indicate your current selection.

Press ◀ ▶ ▲ ▼ buttons on your remote to move the highlight.
Press **OK/Select** to confirm your selection.
Press **EXIT** on your remote to return to watching TV.

ON DEMAND
Direct access to **On Demand**, where available

REPLAY
Replay last 15 seconds of a recorded program or live TV with **DVR**

DAY*
While in **TV Listings**, jump ahead or back 24 hours

LOCK
While watching TV, go directly to LOCKS option

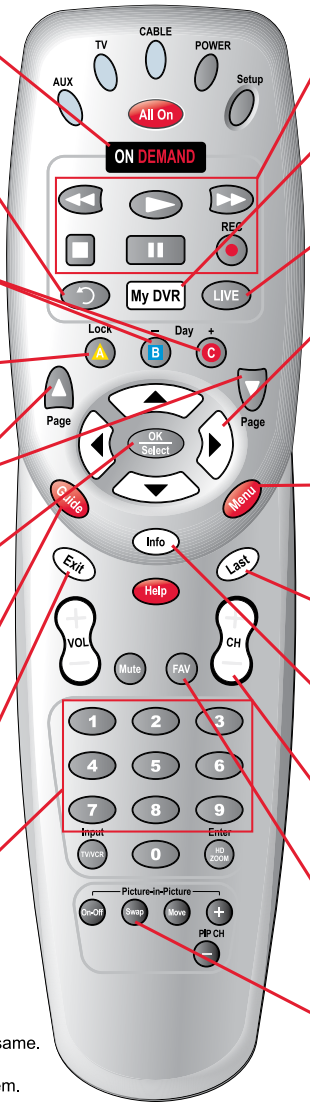
PAGE UP/DOWN
Scroll to the next or previous page of listings

OK/Select
Select a highlighted item or, while watching TV, press to display **Mini Guide**

GUIDE
Toggle between Listings by Time and Listing by Channel

EXIT
Return to watching television

NUMBERS
Press channel numbers, then OK/Select to tune to a channel



DVR CONTROLS
Control **On Demand** and DVR, where available

MY DVR
Display recorded programs list or **DVR** menu

LIVE TV
Jumps to live TV when using **DVR**

ARROWS
Use to highlight guide features or, while watching television, press to begin browsing**.** Note: Arrows control playback of recorded programs with **DVR**

MENU
Toggle between **Quick Menu**, **Main Menu** and the **Flip Bar**

LAST
Return to the previous screen or channel

INFO
Toggle between Flip Bar and Program Information

CH +/-
Change channels and access the **Flip Bar**

FAV
Tune to your Favorite channels once you set up Favorites

SWAP
Swap between two television tuners with **DVR**

Note: Remote pictured may not reflect your actual remote. Basic functions should be the same.

* Amount of programming data varies by system.

your access to digital cable

Your remote control holds the key to navigating through the features of i-Guide. Words appearing in **ALL CAPS** refer to a specific button on the remote. Note that all remotes may not have all of the buttons.

Listings By Time

To find out what's on TV right now, press **GUIDE** on your remote to access **Listings By Time**. The listings grid provides a 90-minute view of programming for up to 5 channels per screen. The current program is highlighted in yellow. Use the ▲ ▼ and ◀ ▶ buttons to navigate the listings grid. Instant program info appears in the upper left of the screen. Press **OK/Select** to tune to a program from the grid. Press **INFO** for additional information.

Listings By Channel

Press **GUIDE** two times to view **Listings By Channel** and use the ◀ ▶ buttons to see listings for the next channel in the line-up. Use ▲ ▼ buttons to navigate.

Navigate Program Listings

You can use the ▲ ▼ and ◀ ▶ buttons on your remote to quickly navigate the listings screens – up to 14 days in advance. Press **OK/Select** to tune to that channel or **INFO** for more information.

Listings are color-coded to identify types of programs.

Blue – Regular programs
Purple – Movies
Green – Sports
Light Blue – Kids' programs

For faster searching

- Use the **PAGE** ▲ ▼ buttons to view listings a page at a time
- Press and hold ▲ ▼ or ◀ ▶ to rapidly move ahead in time or through the channel lineup
- Press the **DAY** + - buttons to advance ahead a day at a time

Quick Menu

The **Quick Menu*** provides shortcuts directly to the key features of i-Guide and digital cable service. Press the **MENU** button one time and the **Quick Menu** will appear over any video or guide screen. Press the ◀ ▶ buttons on the remote to continuously move through the icons.

Guide Symbols to Know – Quick Menu Icons

These icons may appear on your **Quick Menu**. Use the ◀ ▶ buttons on your remote to highlight and select an icon for immediate access.

Main Menu – go to the Main Menu	**Search** – search programming by category or by Title, Actor/Director or Keyword
DVR – schedule, view and manage recordings	**Movies** – lists movies by category
On Demand – view On Demand menu and programs	**Sports** – lists sports events by category
HDTV – view list of HDTV programs, by channel or time	**Kids** – lists kids programming by category
Favorites – view your Favorites lists	**Parental Controls** – lock shows or channels based on preferences

Main Menu

The **Main Menu*** provides access to all of the features of i-Guide and digital cable. Press the **MENU** button twice to view the available options, including:

- **TV Listings By Time**
- **Search**
- **Favorites**
- **Parental Controls** and more

The **Picture in Guide** feature allows you to watch a show while using the guide.**

* Menu selections vary depending on services offered by your cable provider.
** May not be supported by all set-top boxes.

Program Information

Instant Information is available when you highlight a program in the program listings, which includes program title, start and end time, a brief program description, and indicators to identify settings such as **Reminders** and **Recordings**.

3:15pm
TV GUIDE
That '70s Show
3:30-4p
60 FX
Repeat, "Baby Don't You Do It", (TV-14, L, D), (2004), Donna and Eric see a pastor (Billy Dee Williams) for premarital counseling; Kelso lies to Brooke about his grades. (Comedy), (L=Strong Coarse Language, D=Intensely Suggestive Dialogue).
Set or cancel a reminder

Dear Genevieve
69 HGTV
7:50p
7-8p
"Turning a Dated Living Room Into a Space That Reflects the Owners' Personalities", (2009), Designer Genevieve...

That '70s Show
60 FX
3:30-4p
Repeat, "Baby Don't You Do It", (TV-14, L, D), (2004), Donna and Eric see a pastor (Billy Dee Williams) for premarital counseling. (Comedy), (L=Strong Coarse Language, D=Intensely Suggestive Dialogue).
Return to the previous screen

To access information while viewing listings or watching TV, press the **INFO** button. Press **INFO** a second time to see a longer description and additional details such as actor, rating, release year, category and run time.

Action Icons

From the program information screen use the Action Icons to set a **Reminder** or **Recording**, or designate a **Favorite** among other options. Use ◀ ▶ ▲ ▼ buttons to highlight each icon and see the on-screen description.

Guide Symbols to Know – Action Icons

Go back to the previous screen	**Watch this channel or program**
Record/Change Recording Options* (DVR)	**Save the channel in your Favorites list**
Set or cancel a Reminder for this program	**Place a lock on the program to restrict viewing**
See all the times the program will be airing	**Order PPV, On Demand and other pay services**

*Menu selections vary depending on services offered by your cable provider.

Reminders

You can set **Reminders** so you don't miss shows you want to watch.

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7:03pm
TV GUIDE
The Wire
9-10p
301 HBO
"That's Got His Own", New, (2006), Daniel turns to Freamon to re-open the major-crimes unit. Freamon's dicovery in the vacant houses sends shivers through the chain of command; Bubbles plans to get revenge on his nemesis; Omar orchestrates a major heist. (Crime Drama).
Set or Cancel a Reminder

Setting Reminders

From the **Program Info** screen, highlight the icon and press **OK/Select**. Follow the on screen prompts to confirm the **Reminder** or **Reminder Settings**.

Reminder Settings

Customize the frequency and timings for **Reminders.**

- Use the ◀ ▶ buttons to set repeating **Reminders**
- Determine Start and End time for the **Reminder** to appear on-screen – up to 15 minutes prior to the program starting and up to two hours after the program is over

When you set a **Reminder**, you have the option of bypassing **Locks*** if they are placed on the program, so you can tune directly to the program without having to enter your **Locks PIN** (see Parental Controls section for more information).

your access to digital cable

*This option appears only if you have already set a **Lock** for that program.

search

Search

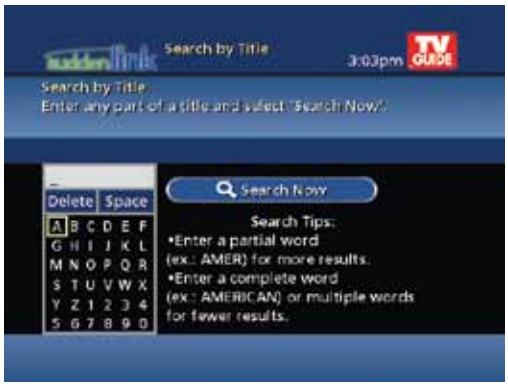
i-Guide provides you many ways to find your favorite shows. Select from the **Quick Menu** or **Search** from the **Main Menu** to begin. Quickly search programs by **Title**, or search by category like **Movies, Sports** or **Kids** programs or view **HD** and **PPV** channels.

If you have a DVR, you can quickly search by **Keyword** or **Actor/Director**. See Search and Record in the DVR section for more information.

Title Search

Title Search allows you to find a specific program by entering the first few letters of the program name.

Select **Title** from the **Search** menu and use the ◀ ▶ ▲ ▼ buttons to navigate the keyboard and spell out the program title. Continue entering letters until the show you are looking for appears on the right. If the program is not airing in the next 14 days, it won't appear on the list.


Search by Title
3:03pm
Search by Title
Enter any part of a title and select "Search Now".
Delete
Space
Search Now
Search Tips:
•Enter a partial word (ex.: AMER) for more results.
•Enter a complete word (ex.: AMERICAN) or multiple words for fewer results.

Saving Searches

Save your search by selecting **Save Search**. Saving searches can be helpful when you want to quickly find a program. Simply select **Saved Searches** from the **Search Menu** to access your list of saved searches to restart or delete the search. You can save up to 16 searches at one time.

smart channel surfing

Flip Bar

When you change channels, the **Flip Bar** appears and provides a brief two line description about the program and other information including title, start and end time, channel, current time, program rating and settings such as **Favorites** or **Locks**.

When you find the program you are interested in, press **INFO** for more program details, or press **OK/Select** to make the **Flip Bar** disappear.

Dear Genevieve
69 HGTV
7:50p
7-8p
"Turning a Dated Living Room Into a Space That Reflects the Owners' Personalities", (2009), Designer Genevieve...

The **Flip Bar** may also show other options:

Watch in HD* – When tuning to a standard definition channel, this button may appear on the left side of the Flip Bar to indicate the channel is also available in High-Definition. Press **OK/Select** to tune directly to the associated HD channel.

On Demand* – Some channels may have programming available On Demand. If so, the On Demand button may appear on the left side of the **Flip Bar**. Highlight the On Demand button to access On Demand programming for that network.

Mini Guide (Browse)

The **Mini Guide** allows you to watch television and view program listings without leaving the program you are watching or going to the full-screen guide.

To access **Mini Guide**, press **OK/Select**. **Mini Guide** appears on the lower 1/3 of the screen and displays two or three channels and 90 minutes of listings at a time. Use the ▲ ▼ arrows to see listings on other channels and the ◀ ▶ arrows to see listings at other times. At any time, press **INFO** or **OK/Select** to access program info.

The default setting for **Mini Guide** is a 2-channel display. To change the display, go to **Main Menu**, select **Setup**, then **Guide Setup** and change **"Mini Guide Cell Height."**

* Requires HD service from your cable provider. On Demand not available in all areas.

Digital Music

Digital Music is continuous, commercial-free music in a variety of formats.

Access Digital Music*

- Select **Digital Music** from the **Main Menu** or **Search Menu**
- Press the **MUSIC** button on the remote (if available)

You can press **INFO** for more information on each category. Select a music format and enjoy the music.

Local Weather

Get accurate, up-to-date local weather conditions and a 3-day forecast.

From the **Main Menu**, highlight **Local Weather** and press **OK/Select**. Use the down arrow button to see a detailed local weather forecast.

Note: Weather service not available for all locations.

7:03pm
TV GUIDE
Local Weather Forecast
Current temp 46° F Cloudy. Wind SSE 5-15 MPH. hum 64%
Local Weather
Mon Rain High 47, Low 41
Tue Partly Cloudy High 54, Low 43
Wed Sunny High 71, Low 60

Messages

Messages may be sent occasionally by your cable company to announce new services, special promotions or other information. If you have a **Message**, an envelope indicator will appear in the upper left corner on guide screens and a red light will appear on your set-top box. From the **Main Menu**, select **Messages**, highlight the desired **Message** and press **OK/Select** to read.

7:03pm
TV GUIDE
Free Preview Weekend
Enjoy all of your Premium Channels for free! This holiday weekend only!
Return to the previous screen

*Digital Music may not be available on all menu configurations.

parental controls

i-Guide provides a **Parental Controls** feature, which allows you to restrict viewing and purchases of TV programs and services based on your viewing preferences. To activate **Parental Controls** set a personalized 4-digit PIN to place **Locks** by movie ratings, TV and content ratings, channels or titles. You can also hide adult titles from being displayed on-screen.

Parental Controls Setup

Locks can be set quickly in a variety of ways anytime while watching TV or using the guide:

- Press the **Lock** button on your remote*
- Select the from the **Quick Menu**
- Select the from any program info screen to lock a specific program
- Access **Parental Controls** from the **Main Menu** or **Setup Menu** to set up all **Locks**

Quick Menu

Program Info

Main Menu

With any of these actions, if you have not set up a **PIN**, you will be prompted to enter a 4-digit **PIN** to activate the **Locks** feature. If you have already set up a **PIN**, enter your number. (See Setup Section for more information on how to set up **PINs**).

PIN Setup

Lock Options

*Not supported on all remotes.

The **Parental Controls** feature also provides you the opportunity to lock programs and movies by ratings and content.

From the **Parental Controls** Button on the **Main Menu** filter your locks by **Movie Rating, TV Rating, TV Content, Channel, Title,** or **Service**.

Under **TV Content**, you can lock the level of explicit content based on your viewing preferences for **Violence**, **Language**, **Sexual Situations**, and **Suggestive Dialogue**.

Select **Movie Ratings** or **TV Ratings** to block content by rating. The guide will automatically lock that rating and the more restrictive ratings. For example, when you lock PG-13, movies with R, NC-17 and Adult ratings will also be locked.

MOVIE RATINGS	TV RATINGS	TV CONTENT RATINGS			
		Violence (FV, V)	Language (L)	Sexual Situations (S)	Suggestive Dialogue (D)
G	TV-Y				
PG	TV-Y7	Fantasy Violence			
PG-13	G				
R	TV-PG	Moderate Violence	Infrequent Coarse	Some Sexual Situations	Some Suggestive Dialogue
NC-17	TV-14	Intense Violence	Strong Coarse	Intense Sexual Situations	Intensely Suggestive Dialogue
Adult	TV-MA	Graphic Violence	Crude Indecent	Explicit Sexual Activity	

Parental Controls for On Demand

Parental Control settings include **On Demand** programming. To block all access to **On Demand**, select **Service Locks** from the **Parental Controls Menu**.

View Locked Programs

To view programs and channels you have locked, enter your **PIN** when prompted. **Locks** will automatically be restored when you tune away from the channel or turn your set-top box off.

Bypass or Clear Locks

Temporarily open or clear all **Locks** for easier viewing. Under **Setup** from the **Main Menu**, select **Parental Controls Setup**, then Master Locks, and change the options from **No** to **Yes**.

Restore Locks

Locks may be restored in any of the following ways:

- While watching TV, press the **LOCK** button anytime and enter your **PIN**
- Select **Parental Controls Setup** from the **Setup Menu**, then under **Master Locks** change the options from **Yes** to **No** to turn **Locks** back on
- Turn the set-top box off and back on

favorites

The **Favorites** feature allows you to quickly access channels you and your family have designated as **Favorites**.

Favorites Lists Setup

Create and manage up to five (5) **Favorites Lists.** From the **Main Menu,** select **Setup**, then **Favorites Lists Setup**. Use your on screen keyboard to name your lists.

Access Favorites Lists

- While watching TV, press the **FAV** button to skip to your next Favorite channel on the current list
- From **TV Listings** or **Mini Guide**, press the **FAV** button to bring up a filtered guide of the channels in your last accessed list. Press **FAV** button again to scroll through all of your **Favorites Lists** – the guide will have a tab with each list's name
- From the **Quick Menu** select the ♥ to bring up your **Favorites Lists**. If you have not yet set up any **Favorites**, simply follow the on-screen prompts to begin a new list

Add or Delete Channels to Favorites Lists

- From the **Quick Menu** – select the ♥ Icon
- Select the Favorites List you want to edit
- Select the ♥ Icon to add or remove favorite channels
- You can also rename, delete, or **Lock** your **Favorites** list
- Highlight a channel in the listings and press **OK/Select** or **FAV** to add to your favorites – a ♥ Icon will appear; Or, to remove the channel, press **OK/Select** or **FAV** and they will be removed
- Press the ☑ Icon to confirm your **Favorites** channel settings

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TV GUIDE
To add channels to this list, select the ♥ below. You can also add a channel to your Favorites List from a program information screen by selecting the ♥.

setup

From the **Setup Menu**, you can activate and customize certain **i-Guide** features such as the **Flip Bar**, **Parental Control** options, **Cable Box** settings, **Audio** settings, **Languages** and more.

Guide Setup

- **Flip Bar Position** – **Flip Bar** can appear on top or bottom of screen – default is bottom
- **Flip Bar Timeout** – **Flip Bar** will stay on your screen, from 2 to 15 seconds – default is 3 seconds
- **Channel Entry**:
  - — Yes – automatically tunes to a channel after 2 seconds when entering channel number from your remote – default is Yes
  - — No – you must enter 3 digits or press **OK/Select** when entering channel number from your remote
- **Reminder Time** – Adjust the amount of time the Reminder Notice will appear before the start of a program, from 1–15 minutes – default is one minute
- **Grid Cell Height** – Adjust the listings grid for single- or double-height grid display
- **Mini Guide Cell Height** – Adjust the listings display for single (3 channels) or double (2 channels)
- **Message Indicator** – Select On to make the message envelope appear when a new message is received

Cable Box Setup

Front LED Display

- **Current Channel** – displays the currently tuned channel on the front of the cable box
- **Current Time** – displays the current time on the front of the cable box

AC Outlet

- **Switched** – Determines that power is available only when the cable box is on
- **Unswitched** – Allows the power to remain constant to the outlet on the back of the cable box

Configuration – Highlight and press **OK/Select** to show the configuration screen, which includes information your cable company may need in the event of a problem with your service.

Audio Setup

Default Audio Track

Secondary digital audio can be changed on certain networks and programs. Note that the default audio track will be set to "Channel Default," or primary audio, which in most cases is English. You can change the default language to English, Spanish, French, or Portuguese.

Descriptive Video Services (DVS)*

Descriptive Video Service (DVS) is an alternative audio channel which makes television more accessible to the visually impaired by providing narrated descriptions of key visual elements within a program, such as actions, subtitles, scene changes, graphics, and body language. Default setting is Off.

Audio Output – Choose if the audio output goes to your TV or to your stereo.

- **TV Speaker** – default setting
- Select **Advanced** to change the settings for Compression and Stereo Output

Optimal Stereo

- **No** – Volume is unchanged from the current setting
- **Yes** – Volume is automatically adjusted to the optimal level

Text Language Setup

Access the **Text Language Setup** from the **Setup Menu** to independently select language setting for the menu text. The default setting is English in most cases. Change the default language to English, Spanish, Canadian English or Canadian French.

From the **Setup Menu**, select **Text Language Setup**. Choose the preferred language for the on-screen menus within **i-Guide**. Select **Yes** to confirm.

Note: Changing the language can take several minutes. During this time, listings are not accessible.

*For Canadian cable providers only.

Screen Saver

A **Screen Saver** can be activated on your TV screen. Once the **Screen Saver** is set to On it will automatically engage if a guide screen is displayed for longer than the set activation time. The default is set to On.

- From the **Setup Menu** select **Screen Saver** to change the settings
- The activation time is between 1-15 minutes

Parental Controls and Purchase PINs Setup

Your **Parental Controls PIN** allows you to restrict viewing of programs. Your **Purchase PIN** is used to restrict pay programming purchases. Once you have setup your PINs, you can return to **Parental Controls Setup** to set up your program **Locks** as reviewed in the **Parental Controls** section.

7:03pm
PINs Setup
Locks PIN
Enter Locks PIN to clear.
To clear, enter current Locks PIN:
Enter new Purchase PIN:
If power is lost, would you like to Lock all programs until ratings and titles are restored?
Yes

Use the ◄ ► ▲ ▼ buttons to make your selections, and then press **OK/Select** to confirm each setting.

Guide Colors (if available)

Select to change the color scheme of i-Guide.

Screen Position Setup

To alter your screen position:

- From the **Setup Menu**, select **Screen Position Setup** to adjust the screen position
- Use the ◄ ► ▲ ▼ buttons on your remote until the display arrows are centered on the screen

DVR Setup

Select **DVR Setup** to manage:

- DVR Folders
- Live Program Extension
- DVR Clippings

The default setting is On for these options. See the DVR section for complete information about these settings.

digital pay-per-view

i-Guide makes ordering and watching **Pay-Per-View (PPV)** programs easy.

Order Pay-Per-View

From the **Main Menu** and **Quick Menu**, select **PPV** to go to the **PPV Menu**. Then select any of the **PPV** options to see programs available in a variety of categories.

7:03pm
TV GUIDE
The Break-Up
7-9p Thu
503 iNPPV
$3.99+fees/taxes
Vince Vaughn, Jennifer Aniston, (2006), ••, Breaking up is hard to do. It's even harder when you've stopped being a couple but still share the same living quarters. Jennifer Aniston and Vince Vaughn are estranged lovers engaged in a side-splitting battle of the sexes. (Comedy, 105 Mins.)
BUY
Return to the previous screen

When you find a program of interest, highlight the title and press **OK/Select** for the information screen.

Guide Symbols to Know – PPV Information Screens

Go back to the previous screen	**See all the times the program will be airing**
Order the program, or cancel an ordered program	**Save this channel in your Favorites list**
Set Recording Timers (Requires separate VCR Setup or use of Digital Video Recorder)	**Indicates the program is available as part of a package**
Place a Lock on the program to restrict viewing	**Set or cancel a Reminder**

Order Pay-Per-View By Phone

If your cable provider offers phone ordering, the order instructions appear on-screen when you select BUY. Simply call the number to place your order. Then select **Continue** to complete your order.

Order Pay-Per-View Packages

Your cable service may offer programs in a package by title, time block, etc. Select the title from the listings and a Icon will appear if the program is part of a package.

7:03pm
TV GUIDE
Fast & Furious: Tokyo Drift
2-4:30p
504 INPPV
$3.99+fees/taxes
Lucas Black, Bow Wow, (2006), ••, An American teen (Lucas Black) with a need for speed puts the pedal to the metal in the underground world of Japanese street racing in the third installment of the high-octane series. (Action/Adventure, 104 Mins.)
BUY
Go to Package Info for this program

Cancel a Pay-Per-View Order

To cancel a **PPV** order before the program starts:

- Select the ordered program in any of the listings menus (there will be a $ sign in the **Instant Information**)
- From the information screen, select the BUY Icon and follow the prompts to cancel the order

Note: In some cable systems, your order will automatically be canceled if you do not tune to the program. In systems that use phone ordering, you will need to call in your cancellation. Please check with your cable provider for the correct PPV cancellation procedure.

Pay-Per-View Notices

Notices associated with your **PPV** order appear at various times to alert you to the status of your ordered program.

Pay-Per-View Program Started

A **Program Started** overlay will appear if you try to order a **PPV** program that is in progress but is within the purchase window. You may proceed with the order, but you may miss a portion of the program.

Note: The purchase window is established by your cable provider.

Pay-Per-View Order Conflict

When you order a **PPV** program that airs at the same time as an existing **PPV** order, you will be alerted on-screen with the option to cancel an order or keep both orders.

Pay-Per-View Program Missed

If you have ordered a **PPV** program but didn't tune to it, a **Program Missed** notice will appear asking if you would like to reschedule your order.

Note: This screen will not appear in systems that use phone ordering.

Adult Programming

The Adult category, accessed from the Pay-Per-View menu, provides access to listings for adult-oriented programming. Adult programming may be purchased as a single program or as a time-block package, depending on your cable provider's service. For your convenience, you may also restrict Adult titles from being viewed in the listings by setting **Parental Controls**. See **Parental Controls** section for more information.

on demand

Enjoy movies, TV shows, music videos, and more whenever you want with **On Demand***.

Access On Demand

You can access On Demand programs in several ways:

- From the **ON DEMAND** button on your remote
- From the ON Icon on the **Quick Menu**
- From the **Main Menu**
- From an **On Demand** button on the **Flip Bar**
- From an **On Demand** channel in the TV Listings

Quick Menu

Main Menu

Flip Bar

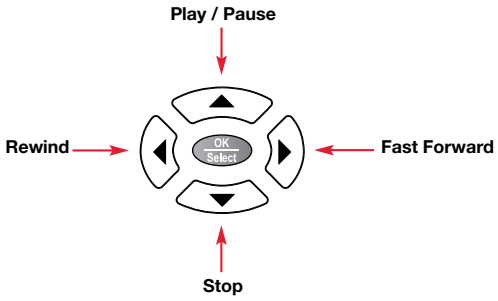
Guide Symbols to Know – On Demand Action Icons

Go back to the previous screen	**Resume play of the video**
Order the program, or cancel an ordered program	**Restart the video from the beginning**
Tune to a program (for free and subscription programming)	**Delete the title from your rented titles list**
Watch a free preview	**Indicates the program is available as part of a package**
Place a Lock on the program to restrict viewing	**Cancel selection**

Use the **PAGE UP** and **PAGE DOWN** buttons to advance forward or backward 5 minutes. Times may vary.

Watch On Demand Programs

Use your remote to pause, fast-forward, rewind, and stop the program. You may also use the DVR control buttons on your remote.



*On Demand not available in all areas. On Demand programs may not be recorded with DVR (if available).

Order On Demand Programs

The **On Demand Menu** displays a variety of programming categories. Use the ◀ ▶ ▲ ▼ buttons on your remote to select a category and press **OK/Select** to access listings for the category, or press access sub-category menus.*

Select a title by pressing **OK/Select** or **INFO** to access detailed information, including program length, cost, rating, and description.

Order From the On Demand Preview Banner

Use the BUY Icon from the **On Demand** preview banner to easily purchase while watching the preview.

- Select the BUY Icon and press **OK/Select** to order the **On Demand** program
- Select the ⊘ Icon and press **OK/Select** to return to the **On Demand** information screen

To buy the program, highlight the BUY Icon, and follow the on-screen prompts to complete your order.
If the program is available at no cost,** the 👁 Icon will appear instead of the BUY Icon. Your selection will begin playing immediately and you can watch as often as you want during the rental period.

7:03pm
On Demand
The Departed
119min
$3.99
(2006)
Leonardo DiCaprio, Matt Damon
Leonardo DiCaprio, Matt Damon, (2006), ★★★, Set in South Boston, where the state police force is waging war on organized crime. Young undercover cop Billy Costigan (Leonardo DiCaprio) is assigned to infiltrate the mob
BUY Order
Don't Order

Expiring Programs Display

On Demand programs with a specified expiration date in the list, e.g., Ends 8/12. Programs without a specific end date will be denoted as **LC** or **Last Chance**.

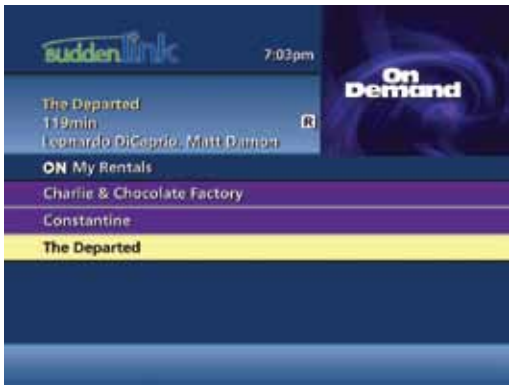
* Menu label and categories vary by cable provider.
** May not be available in all areas.

Status Bar

The On Demand **Status Bar** displays when you press **PLAY**, **PAUSE**, **REWIND**, **FAST FORWARD** or **STOP** on your remote and indicates where you are in the program that is playing.

If you have stopped a program and want to come back to it later, select **My Rentals*** from the **On Demand Menu**.

- Highlight and select a title to see the information screen that displays your remaining rental time and other program details
- Select ▶ to start watching where you left off or select ⏮ to start the program from the beginning
- Watch as many times as you want within the rental period



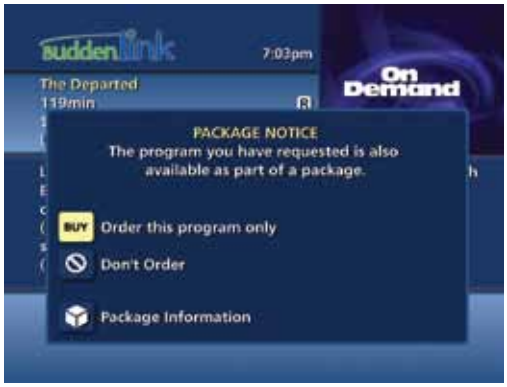
7:03pm
On Demand
The Departed
119min
$3.99
R
(2006)
Leonardo DiCaprio, Matt Damon
Leonardo DiCaprio, Matt Damon, (2006), ★★★, Set in South Boston, where the state police force is waging war on organized crime. Young undercover cop Billy Costigan (Leonardo DiCaprio) is assigned to infiltrate the mob
BUY Order
Don't Order

On Demand Packages

Some programs may be available as part of a package. If a program is available in a package, or available with a subscription service, a notice will appear on your screen. You can select:

- BUY Icon to continue with the purchase,
- Icon to learn more about the package or
- Icon to cancel.

*Note: Some **On Demand** programs that are free or part of a subscription may not appear on the **My Rentals** list. These programs can be accessed at any time from the **On Demand** listings.*



*Menu label varies by cable system.

hdtv

If you have a high-definition television (HDTV) and subscribe to HD service through your cable provider, then you have the opportunity to enjoy your favorite shows, sports, and events in a wide-screen, high-resolution format.

To quickly access HD programming:

- From **Quick Menu** select HD to view shows by Time or Channel or to view a list of all HD channels
- Select HDTV from the **Main Menu**
- From the **Flip Bar**, when tuned to a Standard Definition channel and there is an HD channel equivalent, a “Watch in HD” button will appear on the **Flip Bar**. Simply press **OK/Select** to tune directly to the associated HD channel

If you don’t subscribe to HD service and you tune to an HD channel, you will be notified that the channel is not available. Contact your cable provider for information on HD service.*

*You must have HD equipment to view HD programming.

digital video recorder (dvr)

Pause live television! Rewind and replay programs so you don't miss a beat.
Imagine…coming home to your own personal library of television programs, movies and sports that you can watch whenever it's convenient for you. It's TV on your schedule. Record up to 90 hours of your favorite programs and view them as many times as you want, whenever you want.

Control Live TV

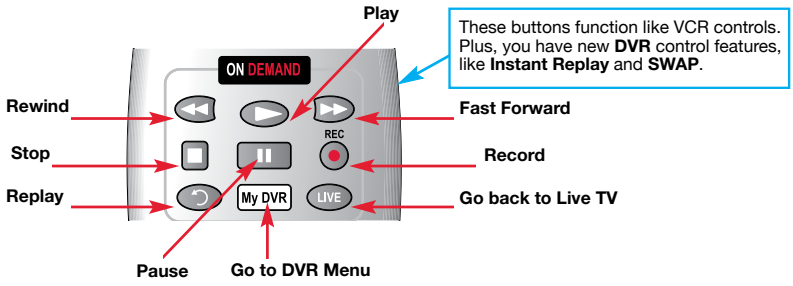
With a **Digital Video Recorder (DVR)** from your cable provider, you have the opportunity to control live TV. When you tune to a channel, the DVR automatically begins making a temporary recording of the program. Once the temporary recording begins, you can **Pause**, **Rewind** and **Fast Forward** through the recording. Your DVR will record up to two hours of Live TV.*

The live TV recording is not permanent, unless you save it to the DVR's hard drive.
For live TV recordings, the temporary recording will be erased if you:

- Turn off the DVR
- Change channels
- Watch more than 2 hours of the same channel – after 2 hours the DVR will buffer only the most recent 2 hours

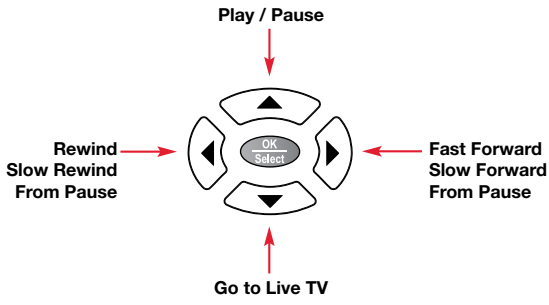
Playback Controls

You can play back your video recordings using the **Video Control Buttons**.



Remote Control Arrow Buttons

The ◀ ▶ ▲ ▼ buttons on your remote control will control playback when you are watching a recording in progress or while watching a recorded program.



Status Bar

The **Status Bar** appears whenever you **Pause**, **Rewind** or **Fast Forward** a live program. The Status Bar shows title, channel and duration of time. Green indicates the length of program in the buffer. Red indicates you are watching a DVR recording in progress. White indicates the length of multiple programs that have been recorded in the buffer.**

* Recording capacity varies.
** Recording buffer (temporary storage) for each tuner will record as long as you stay tuned to the same channel.

Pause

You can Pause live TV anytime by pressing on your remote. For programs you're watching live, your DVR will remain in pause for up to 90 minutes.* Pressing **Pause** more than once allows frame by frame viewing. Press **Play** to resume the program.

Rewind

Press **Rewind** to rewind. Press it up to 4 times to increase Rewind speed. On the 5th press, the program resumes normal play.

Fast Forward

For live TV, **Fast Forward** can be activated if you have pressed Pause or Rewind. Press the to move forward. Press it up to 4 times to increase FF speed. On the 5th press, the program resumes normal play. You can only Fast Forward up to the point of live broadcast.

Slow Motion

Use Slow Motion to access "slow-forward" and "slow-rewind" – perfect when watching sporting events.

To activate, press **Pause** , then **Fast Forward** or **Pause** then **Rewind** . Press **Play** to resume regular program speed.

*Pause capacity depends on video format; less than two hours for HD programming.

Instant Replay

With **Instant Replay**,* you can replay the last 15 seconds of a program. Press **Replay** or **Page** on the remote. Press repeatedly to continue skipping back in 15-second increments.

Return to Live TV

When you pause or rewind a live program, the program continues to broadcast in real time. To return to live show, press the **Live*** button or on your remote.

SWAP Between Two Programs

If your **DVR** has two tuners, it can buffer (temporarily record) two programs at the same time – one on each tuner. The **SWAP** feature allows you toggle back and forth between two live shows while giving you control of both. If you change channels any other way than using the **SWAP** button, you will lose the buffer recording.

1. While tuned to a program, press **SWAP** on your remote to change tuners
2. Select a second program by changing channels or using the guide
3. Press **SWAP** again to toggle between the two programs
4. When recording two programs at the same time, on-screen prompts will ask if you wish to swap tuners. Select your desired recording preference

Recording Programs

i-Guide makes it easy to schedule recordings on your DVR and build your own personal library. You can record programs in several ways:

- One-touch right from the on your remote
- From any **Program Info** screen
- Set a manual recording

One-touch Recording

Press the **RECORD** on your remote any time while you're watching a program to begin recording. From the Listings grid, just highlight the show you want to record and press the record button on your remote.

*Not all remotes have Replay and Live buttons.

From Program Information

From any **Program Information** screen, highlight the ● button and press **OK/Select** to schedule a recording. Follow the on-screen prompts for additional recording options.

suddenlink
7:03pm
TV GUIDE
The Wire
9-10p
301 HBO
"That's Got His Own", New, (2006). Daniel turns to Freamon to re-open the major-crimes unit. Freamon's dicovery in the vacant houses sends shivers through the chain of command; Bubbles plans to get revenge on his nemesis; Omar orchestrates a major heist. (Crime Drama).
Set or Cancel a Recording

Manual Recording

You can set a Manual Recording for specific time or channel:

- Select **DVR** from the **Quick Menu** or **Main Menu**, or **My DVR** button on your remote
- Select Set a Recording
- Select start and end times and day, then press Confirm
- Select channel to record from channel list
- Select Record to confirm settings or select Recording Options 🔧 for additional options

Record Two Programs at Once

A Dual Tuner DVR allows you to set recordings for two different programs that air at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the **SWAP** button on your remote.

While Watching a Show Currently Airing

- Press **RECORD** to record the program you are watching
- Press **SWAP** to switch to the other tuner and find the second program you want to record
- Press **RECORD** when you locate the second program you want to record

From the Guide

- Highlight a program you want to record from any listings screen
- Press **RECORD** to set up the first recording
- Highlight the second program
- Press **RECORD** to set up the second recording

Two Recordings Are in Progress Overlay

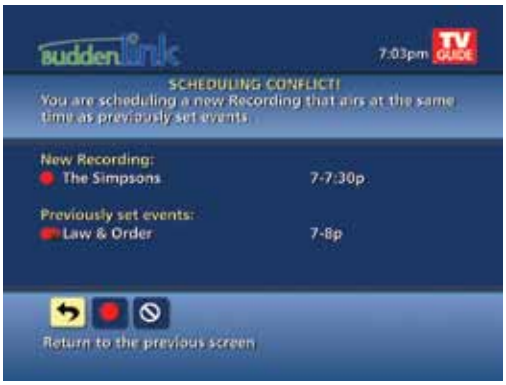
When two programs are recording simultaneously and you change channels, an overlay will appear. Follow the on screen prompts:

- Swap to view your other recording
- Continue recording, don't change channel
- Stop recording change channel (this appears when 2 recordings in progress and want to tune to another channel)

TWO RECORDINGS ARE IN PROGRESS
Please select from these options:
Swap to view the other recording
Continue recording, don't change channel
Stop recording, change channel

Manage Schedule Conflicts

If you schedule more than two recordings for the same time, you will see a **Scheduling Conflict** screen that allows you to choose between a previously set recording and the new recording that is conflicting. Individual recordings always take priority over series recordings when there are scheduling conflicts. In case of a scheduling conflict between two series programs, additional icons will appear at the bottom of the **Scheduling Conflict** screen to help you determine which program to record.



Search and Record

Expanded search and record capabilities make it easy to find your favorite shows, celebrities or even subject on TV and schedule auto-recordings based on your search criteria.

Actor/Director Search

Actor/Director Search allows you to find your favorite celebrities appearing on TV.

Select **Actor/Director** from the **Search Menu** and use the ◀ ▶ ▲ ▼ buttons to navigate the keyboard to spell out the celebrity name – up to 25 characters. The list of available actors will begin to populate as soon you begin to enter letters, and the list will narrow as additional characters are entered.

Once you see the celebrity you want, arrow right and press **OK/Select** to view programs that meet your search criteria. The list can be sorted by date or alphabetically by selecting the **Sort Results** button on the left side of the screen. If you don't see your celebrity on the list, that means that there are no upcoming programming available. Save this search for quick access later.

Keyword Search

Select **Keyword** from the **Search Menu** and use the ▲ ▼ buttons to navigate the keyboard to spell out your keyword. Select **Search Now** to begin the search and the list of matching results will appear. The Keyword Search is based on any word in the program title or description. The list can be sorted by date or alphabetically by selecting **Sort Results**. Save the search criteria or set up an auto-recording.

Saving Searches

Save your search by selecting **Save Search** on any results screen. Saving searches can be helpful when you want to quickly find a program, subject or celebrity. Simply select **Saved Searches** from the **Search Menu** to access your list of saved searches to restart or delete the search. You can save up to 16 searches at one time.

From any Search Results screen you can:

- **Sort Results** – sort results by title or date
- **Save Search** – save your search for future reference (save up to 16 searches)
- **Auto-Record** – set a DVR auto-recording of your search results

Recording Series

Your **DVR** allows you to record multiple episodes of a program (series) according to your preferences. To set up a **Series Recording**, begin by selecting the program from the Listings grid or from a Search results list:

- Select Record from the **Program Info** screen
- Select Set Up a Series Recording
- Select the type of episode to record, such as First run only episodes
- Specify how many recordings to save
- Specify how long to save the recording
- To access advanced series set up features, like add minutes to the start and end times and specify which channels to record, select the **Recording Options** to review all options

Your **Series Recordings** will appear in the **My Recordings** list with the show title as its label. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default. To change your view use the ◀ ▶ buttons on your remote to View By Date, View By Channel, or View By Title. You may also modify the priority assigned to a series using the **Series Priority List**.

7:03pm
TV GUIDE
Use the Page keys on your remote to set recording priorities (a series with a higher priority is more likely to record if a conflict occurs).
Series Priorities
1 Friends
2 ER
3 Aniston, Jennifer
4 Schwarzenegger, Arnold

Modify Series

From the **DVR Menu** select **Series Recordings** for a list of scheduled **Series** or keyword **Series**. From here you can change the priority of your series, or modify **Series** recording. To modify:

- Use the ▲ ▼ arrows to highlight the series, press **OK/Select** to view a summary of recording settings for that series including the number of episodes scheduled to record in the next 14 days
- Highlight the 🔧 to modify settings. Select the 🔧 again to view and modify all settings
- Highlight the ● to confirm

7:03pm
TV GUIDE
The Office
10 WCAU
12 episodes scheduled to be Recorded
Episode types to Record: First Run Only
Save no more than: 2 Episodes
Save Recordings until: Space is Needed
Channels to Record: This channel only
Start Recording: On Time
End Recording: On Time
Modify Series options

Modify the Series Priority List

If there are scheduling conflicts in your series recordings, your DVR automatically creates a **Series Priority List**. The first series you set to record has the highest priority and will be the one recorded if there is a conflict. You can easily change the recording priority of the series so that the series of your choice are recorded when a conflict exists.

7:03pm
TV GUIDE
Use the Page keys on your remote to set recording priorities (a series with a higher priority is more likely to record if a conflict occurs).
Series Priorities
1 Friends
2 ER
3 Aniston, Jennifer
4 Schwarzenegger, Arnold

- Select DVR from the **Quick Menu** or **Main Menu**
- Choose **Series Recordings**
- Highlight a program and use the **Page Arrows** to modify priority

*Note: If you want to record two series recordings instead of an individual recording that airs at the same time, you must delete the individual recording from the **Scheduled Recordings List** (See View List of Scheduled Recordings section to cancel a recording).*

Manage Series Priorities

- To give your new recording the highest scheduling priority and to capture the most number of episodes for your new recording, select **High**. The screen will show you how many episodes of the new series will be recorded and which episodes of the old series will not be recorded because of the conflict
- To move the new series back to the bottom of the scheduling priority list, select **Low** and the screen will refresh and give you revised results
- Select the **Record Icon** to confirm your new settings

7:03pm
TV GUIDE
Use the Page keys on your remote to set recording priorities (a series with a higher priority is more likely to record if a conflict occurs).
Series Priorities
1 Friends
2 ER
3 Aniston, Jennifer
4 Schwarzenegger, Arnold

Guide Symbols to Know – Manage Series Priority List

Return to previous screen	**LOW** **Show conflicts when the new series is a low priority**
Record new program or series as shown	**Don't record new program or series**
HIGH **Show conflicts when the new series is a high priority**	

View Recorded Programs

From the DVR menu, select **My Recordings** to view your programs:

- Press **My DVR** on the remote (if available)
- Select DVR from the **Quick Menu**
- Select **DVR** from the **Main Menu**

Use the ◀ ▶ arrows on your remote to sort recordings by Title, Date or Channel. Use the ▲ ▼ arrows to scroll through the list and press **OK/Select** or **INFO** for program description and use the action icons to begin playback.

You can control playback of a recording by using the video control buttons or arrow buttons on your remote to fast-forward, rewind and pause your program.

Guide Symbols to Know – Recorded Program Information Screens

Go back to the previous screen	**Delete the program from My Recordings**
Play the recording	**Change the Delete Priority**
Start the recording from the beginning	**Place a Lock on the program to restrict viewing**

Future Recordings

View List of Scheduled Recordings

From the **Main Menu** or **Quick Menu**,

- Select **DVR***
- Select **Future Recordings**
- See a list by day of all the programs you have scheduled to record; use ◀ ▶ arrows to advance by day
- Select a title to cancel the **Scheduled Recording** or modify **Recording Options**

Manage Your Recordings

A recorded program remains in your **My Recordings** list until you decide to delete it or have set it to delete when space is needed. Your **DVR** will record and store up to 90 hours of standard definition programming and up to 20 hours of High Definition programming.** There are several options you can choose to make the most efficient use of your storage space:

i-Guide gives you easy ways to manage your recordings.

DVR Setup

From the **Quick Menu** or **Main Menu**, select **DVR** to access **DVR Setup** to manage:

- DVR Folders
- Live Program Notice
- DVR Clipping

The default setting is On for these options.

You can also access DVR setup from the Setup Menu.

* Menu label may vary.
** Recording HD programming requires a DVR connection to an HD television.

DVR Folders

DVR Folders help you keep recorded series organized and help you scroll through your recordings quickly. **DVR Folders** automatically group like titles into folders. Highlight the **DVR Folders** to open and scroll down to select a specific episode to watch. Press **LAST** to return to your recordings list.

Live Program Notice – Default "On"

The notice overlay will appear when a DVR recording is scheduled for a live program, such as sports or awards shows. You can choose to extend the recording time of live programs in the event the program runs longer than scheduled.

LIVE PROGRAM
You may extend this recording in case the program runs longer than scheduled.
Extend recording:
30 minutes late
Record with extended time
Record as planned, do not extend

DVR Clipping

i-Guide provides a feature to accommodate recording two overlapping programs. With **DVR Clipping**, **i-Guide** will automatically clip the beginning of a program if there is a recording overlap when both tuners are in use. For example, while watching live TV, a scheduled recorded program ends at 9:05, but your second recorded program is scheduled to begin at 9:00; the second program will be "clipped" so that your first program is recorded in full. Clipping happens when both tuners are in use during the recording time. If this occurs, a "clipped" notice will appear next to those programs in the **My Recordings** listings.

Manage Series Priorities

From the **DVR Menu** select **Series Recordings** to view a list of Series and Keyword Series. Use the up/down arrows ▲ ▼ on your remote to highlight a series. If you want to change priority of a series, use the page up/down keys on your remote to move the series up or down your list. **Select Confirm** to confirm and accept your changes. The first series set to record has the highest priority and will be the one recorded if there is a conflict.

7:03pm
TV GUIDE
Use the Page keys on your remote to set recording priorities (a series with a higher priority is more likely to record if a conflict occurs).
Series Priorities
1 Friends
2 ER
3 Aniston, Jennifer
4 Schwarzenegger, Arnold

DVR Cleanup

From the **Main Menu**, select **DVR Menu** to access **DVR Cleanup**.

DVR Cleanup allows you to delete multiple recordings with a simple check box. When you select **DVR Cleanup**, a **DVR Cleanup** screen appears, with a list of all of your recordings. To check what recordings to delete, simply highlight the corresponding box(es), then arrow left to highlight the **Delete** button and press **OK/Select**, and confirm your deletion.

DVR History

DVR History provides you with a list of recent DVR deletions or missed recordings. If a program did not record, DVR History will provide a reason why the program didn't record or when a program was deleted.

7:03pm
Emeril
Recorded Fri 06/16 at 1p
58 min
48 FOOD
This program was deleted by a user on 6/28 at 7:03am.
"Gimme Garlic", New, (2004). Garlic-infused oil and dipping sauce; roasted garlic soup with goat-cheese croutons; dehydrated garlic flakes; shrimp-scampi po'boy.
Delete this item from DVR history

Modify Recording Options

i-Guide gives you flexibility to manage your personal video library. You can modify your **Recording Options** at any time, as often as you like.

From the **Quick Menu** or **Main Menu** (or from **MY DVR** on the remote), select **DVR**, then select **Future Recordings** to see a list. Highlight a program title and press **OK/Select** or **INFO**. You can also select **Series Recordings** to see a list of just scheduled series.

Select ● from the Program Information Screen. Select 🔧 to change the Recording Options or select ✕ to delete this program from your list of Future Recordings.

Use the ◀ ▶ ▲ ▼ buttons on your remote to change the **Recording Options**:

- Change the frequency of the recording, such as every day or once a week
- Specify how many recordings to save
- Set a Save Until parameter, either until you delete or delete automatically when space is needed
- Change the start and end times in order to catch every minute of a program, even if it runs over

From Listings

Select your **Scheduled Recording** in the listings; it will be indicated by the red dot in the **Instant Info**.

Press **OK/Select** or **INFO** and select ● to change your options or delete the Scheduled Recording.

From here, select ⊘ to cancel the recording, or select 🔧 to see all the Recording Options.

Recording Notices

Recording Starting Notice

If you are currently watching TV, before a Scheduled Recording begins, a notice will appear giving you the opportunity to confirm or cancel the recording. If you don't do anything, the DVR will automatically tune to the channel and begin recording. Live TV programming that was temporarily recorded in the buffer will be erased.

YOUR RECORDING IS STARTING
You have a Recording scheduled to begin on another channel.
In Her Shoes
7:30p
301 HBO
Change the channel when Recording begins
Don't change the channel, cancel Recording

Changing Channels While Recording

If two recordings are in progress* (dual-tuner DVRs only), and you attempt to change channels, a notice will appear. (Two Recordings in Progress screen)

- Select the to view the other recording
- Select the to continue recording as scheduled
- Select to cancel the current recording and change the channel

TWO RECORDINGS ARE IN PROGRESS
Please select from these options:
Swap to view the other recording
Cancel action, continue recording
Stop recording, continue action

Recording Low and Full Notices

i-Guide will advise you with an on-screen notice when available memory on the DVR is low or full. If recording space becomes full during a recording, the recording will stop. When you schedule a recording and recording space is low, a notice will prompt you to review your DVR Recordings to delete recordings.

YOUR RECORDING SPACE IS FULL
To Record this program you must first delete some Recordings.
Go to DVR Recordings
Don't Record this program

frequently asked questions

Interactive Program Guide

1. **Q. What are the icons (little pictures) at the bottom of the screen?**
   A. Quick Menu Icons are available to help you find what you're looking for faster. The Quick Menu lets you quickly go to other areas of the guide, such as Movies or Favorites Menus. Once you have selected a program title by highlighting it and pressing OK/SELECT or INFO, you can use the Action Icons on the information screens to set Reminders and Parental Controls, schedule Recordings, BUY programs and more.

2. **Q.How do I tell what the icons mean?**
   A. You will find descriptive text beneath the row of icons when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On Program Information screens, the Action Icons are specific to the program. For example, a BUY Icon will appear only for On Demand and Pay-Per-View programs. Playback Icons will appear only for recorded programs or On Demand titles.

3. **Q. I can't see the entire program title in the listings.**
   A. Some program titles are too long to fit in the space provided in the grid. You might see "…" to indicate there is more to the title. (For example: "Third Rock from the Sun "might look like "Third Rock…"). Highlight the program and check the Instant Information area at the top of the screen for program title and other valuable information, including rating, actors, start/end times, etc.

4. **Q. What is the graphic bar that appears when I change channels?**
   A. The Flip Bar appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, channel number, rating and current time.

5. **Q. How do I get information on programs?**
   A. i-Guide provides detailed information on programs, including movies and sporting events. While in a listings screen, you can access information by pressing the INFO button on your remote. While you are tuned to a program, press INFO once for Instant Information or twice for complete information. Information includes program details like actors, ratings and a brief program synopsis. You can also set Reminders, place Parental Controls, order On Demand movies and events and see other times a program is airing. To remove the information screen and return to watching television, press the EXIT button on the remote.

6. **Q. What is the red light on the upper left front of my box and/or what is the envelope on the screen?**
   A. Occasionally your cable provider may send message to let you know of new services and special promotions. To read the message, go to the Main Menu and select Messages. You can keep or delete the Message once you have opened it.

7. **Q. How do I set my digital audio language?**
A. Not only can you choose the language that displays on the screen buttons and descriptions, but you can also change the secondary digital audio that is available with certain networks and programs. Choose Audio Setup from the Setup Menu and change the default setting. Choose from English, Spanish, Portuguese or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.

8. **Q. What if I forget my Parental Controls/Purchase PINs?**
A. You must call your local cable company to have these PINs reset. All of the PINs will be cleared. Once reset, you will need to enter new PINs.

9. **Q. Why can't I purchase this Pay-Per-View (PPV) program?**
A. There are several reasons that could keep you from ordering PPV events:
- your phone line might not be plugged in
- you may have inadvertently made too many PPV orders, and may have to cancel one before making another order
- you may have reached your credit limit. Call your cable company and have them check your account
- your cable company may require you to call them to purchase a PPV event, instead of an automatic purchase through the set-top box

10. **Q. What if I missed a Pay-Per-View(PPV)movie/event that I ordered?**
A. If your cable company provides impulse-ordering, you will not be billed for PPV on channels that aren't tuned. In cities that require phone ordering, you need to call your cable company to cancel PPV orders. Check with your cable company to confirm canceling procedures.

On Demand (Optional Feature)

11. **Q. Do my Parental Controls & Purchase PIN settings stay the same for On Demand purchases as with regular programs?**
A. Yes.PINs and settings apply to On Demand ratings and purchases.

12. **Q. What if I only watched 15 minutes of my On Demand program and didn't get to watch the rest before it expired?**
A. You will have to order it again. Refer to the On Demand section in this manual for more information on remaining rental and viewing times.

13. **Q. If I get to the end of an On Demand program and want to watch it again, can I restart at the beginning?**
A. Yes, as long as your viewing period has not expired, you may watch it as often as you like.

14. **Q. How do I return to watching an On Demand program after I've tuned to another channel?**
A. Select My Rentals from the On Demand Menu and choose the program you want to continue watching. You can either begin watching where you left off by selecting Resume, or start over with the Restart.

15. **Q. Some of the programs appear in the listings with a checkmark or a dollar sign next to the title. What does this mean?**
A. Depending on the services your cable provider offers, you may see a checkmark or a dollar sign to indicate a program you have ordered.

16. **Q. How many On Demand programs can I order at one time?**
A. Typically, there is no limit on purchases. Check with your cable operator for system specific ordering information.

17. **Q. I tried to order an On Demand program and received an error screen that said, "Unable to Process Request". What does this mean?**
A. The "Unable to Process Request "message occurs when the set-top box is unable to communicate with the On Demand equipment at your cable company. Try turning your set-top box off and then on again. If the message appears again, note the time it appeared and the action you took and call your cable operator.

18. **Q. When I selected a category from the On Demand Menu, I received message that said, "No Program Listings Available". Why does this happen?**
A. If there are no programs available for this particular category, this message will appear: DVR Overview.

DVR Overview

19. **Q. I currently record programs on my VCR or DVD recorder. How is a DVR different?**
A. Your DVR Cable Box takes recording technology to a new level, capturing picture and sound digitally (for a superior result to tape-based recording) and allowing greater viewing flexibility. You can also press Instant Replay to review the last 15 seconds or rewind to see a scene again. Yet you won't miss moment of the program, because the DVR keeps recording the current broadcast while you pause, rewind or replay scenes.

20. **Q. How do I return to live TV when I'm watching recorded programming?**
A. Simply press the LIVE or button on your remote.

21. **Q. How do I record a Pay-Per-View (PPV) broadcast?**
A. Pay-Per-View broadcasts must be ordered before they can be recorded.
If you want to schedule a recording for a PPV event, take the following steps:
    a) From the Information screen, select the Record Icon (this will display the Order Program First overlay)
    b) Select the Buy Icon
    c) Select the Record This Program Icon
    d) Select the Confirm Icon

    This procedure orders the program and schedules the recording. If you change your mind you must cancel both the recording and order.

    Note: You can also set up the recording from the listings by selecting the PPV event and pressing the record button on the remote and following steps b through d.

22. **Q. How does the Parental Controls feature work?**
A. Parental Controls allow you to block programs from being viewed. Locks are based on a program's title, rating, TV content rating and channel. See the Parental Controls section in this manual.

23. **Q. How can I find programs I want to record?**
A. Using i-Guide, you can search many ways: through the Main Menu, Quick Menu, Search Menu, by programming category, through the By Time or Channel Listings grid or through the Search Menu to alphabetically search by Title. When you find something that sounds interesting, simply press Record. The DVR will automatically record that program for you.

24. Q. What kind of programs can I record?

A. You can record both standard and High Definition programs which are automatically interpreted by the DVR. Recording HD programs will take more storage space on your DVR. However, you must have HD equipment.

25. Q. I have a home theater system. Can I record a program in Dolby Digital™ 5.1 on my DVR?

A. As long as the program is being broadcast in Dolby Digital audio, the DVR will record the digital audio. A Dolby Digital indicator will appear on the Flip Bar and Program Information screen for programs that provide it.

26. Q.What is the picture quality of recorded programs?

A. The DVR records programs in the same quality in which they are broadcast. For example, programs broadcast in HDTV format are recorded in HDTV quality (if your DVR is connected to a HDTV). Broadcast quality may vary.

27. Q. Can I record Digital Music channels?

A. Yes. You can record and playback Digital Music. However, the playback controls (Pause, FF and REW) are not functional for recorded digital music.

28. Q. Can I record On Demand (OND) programs?

A. On Demand cannot be recorded with the DVR.

29. Q. How much High Definition programming can I save versus standard definition programming?

A. You can record up to 90 hours of standard digital TV or up to 20 hours of HDTV (depending on the transmission bit rate).Recording times may vary.

30. Q. Can I increase the rewind and fast forward speed?

A. Yes. Your DVR will control rewind and fast forward at four speeds each. Just press the REW or FF buttons up to four times. The on-screen indicator will tell you at what speed you are controlling playback.

31. Q. Can I set the DVR to skip commercials as it is recording?

A. No. You can only fast forward through commercials if you're watching a recorded program.

32. Q. Do Parental Controls work with DVR?

A. Yes. Parental Controls restrict viewing of recorded programs. If you schedule a recording for a program you have Locked, the program will be recorded; however, audio is muted and no video will appear while the program is recording. A restricted notice remains on screen allowing you to enter your PIN to view the program during the recording. Once the program has been recorded, you can saccess it from My Recordings. Just enter your PIN to view.

Note: You can also set Parental Controls on recorded programs. Use the LOCK button on your remote or Lock Icon from My Recordings or from Recorded Program Information screen.

33. Q. How many hours of programming can I store on my DVR? What is the hard drive capacity?

A. The recording capacity depends on the video format that is being recorded. Your Dual Tuner DVR can record up to 90 hours of standard definition programming or up to 20 hours of high-definition programming. The hard drive capacity on many DVRs is120GB. See "Manage Your Personal Video Library" section in this manual for more information.

34. **Q. Do I have to connect my DVR to a telephone or other data source?**
A. The DVR gets all the information it needs from your cable signal, so that's the only connection required. In some cable systems, a phone connection may be necessary. Check with your local cable company to confirm.

35. **Q. Can I adjust the quality of the video recording to conserve hard disk space?**
A. No. The DVR records at a pre-set level to ensure consistent results.

36. **Q. Can my cable operator or another company track what I record with my DVR?**
A. No. What you choose to record with the DVR is confidential.

Controlling Live TV

37. **Q .How long can I pause live TV?**
A. You can pause up to 90 minutes of standard programming; less with HD programming.

38. **Q. How far back can I rewind live TV?**
A. You can rewind up to two hours of standard TV programming as long as you were tuned to the same channel.

39. **Q. How do I use Instant Replay?**
A. If your remote control is equipped with a REPLAY button, press it to instantly replay the last 15 seconds of the program. If there is no REPLAY button, use the PAGE button on your remote.

40. **Q. If I'm watching a program in progress and want to record it, can I record from the beginning?**
A. If you just tuned to the program, the DVR begins recording from the point where you pressed record on your remote. If you have been watching the program from the beginning and have not changed channels (without using SWAP), the DVR will save all the temporary recording (buffer) to the Hard Drive and you will capture the entire program.

41. **Q. How can I catch up to the live broadcast of a program after I've paused it?**
A. Press the LIVE button (if available) or the down arrow on the remote. Or, you can fast forward to the point of live TV. The on-screen indicator will display "LIVE". Managing Your Recordings

Managing Your Recordings

42. **Q. How long can I keep My Recordings?**
A. You can keep themes long as you want. Just remember, the recording space is limited, so you may need to delete some recorded programs from time to time in order to make room for new ones.

43. **Q. How will I know when I'm almost out of recording space?**
A. An on-screen notice will appear advising you when recording space is low (80% full) or full.

Note: If you are recording a program and run out of recording space, the recording will stop. You can always see how much recording space is available from My Recordings. You can also manually delete recordings or set your DVR to automatically delete recorded programs when space is needed. See: "Manage Your Personal Video Library" section in this manual.

44. **Q. Does the DVR automatically delete programs when the record space is full?**
A. Only if you set it up that way. The DVR will automatically delete programs if you tell it to do so by setting the programs to be deleted when space is needed. When the record space is full, the oldest recordings that you have set to be deleted will be deleted first. If you do not want the DVR to automatically delete certain recordings, you can set them so that they are only deleted by you.

45. **Q. How many recordings can I schedule for the future?**
A. There is no limit to the number of recordings you can schedule as long as you do not schedule more than two programs to record at the same time and you have available recording space.

46. **Q. What if the program I want to record runs over its scheduled air time, such as when a football game goes into overtime? How can I make sure I record everything?**
A. For live programs, you will be provided with the opportunity to extend the recording. Follow the on-screen prompts to extend the program end time for your recording.

47. **Q. Can I watch a show I am recording before the recording is completed?**
A. Yes. You can either watch it live as it's being recorded or you can rewind the program you are currently recording and watch it from the beginning while the recording continues.

48. **Q. Can I make a VHS tape or DVD of a recorded program?**
A. You can copy a recorded program to a VHS or DVD tape by playing a recording from the DVR in real time while simultaneously recording on your VCR or DVD.

49. **Q. Can I set up my DVR to record every episode of a specific program title?**
A. Yes! Your DVR lets you record multiple episodes of a program according to your preference by setting up a Series Recording. Select the episode type to record, such as first-run only or all episodes. Specify how many recordings to save and how long to save the recording - until you erase it or until space is needed. To access advanced series setup features like add minutes to the start and end times and specify which channels to record, select the Recording Options Icon to review all options.

Tip: Use Title Search to find all air times for a particular title. You can then set up individual recordings for any or all episodes, no matter what time they're on.

50. **Q. Can I "bookmark"a program I have recorded?**
A. Yes. When you stop playback of a recorded program, it will stop where you left it. To continue watching the program, select Resume or Restart from the Action Icons.

51. **Q. On occasion, a recording starts a minute or two after the program has begun. Why?**
A. The DVR timer is synchronized with the program guide time. If a broadcaster starts the program minute earlier than the first minute. You can program your DVR to start early or end late by adjusting you're Recording Options.

52. **Q. Only part of my program recorded. Why?**
A. If the beginning of the program did not record, you might have tuned to the program after it started and then set it to record. If the end of the program did not record, the DVR may have reached its storage capacity before it was able to record the entire program.

DVR – Dual Tuner Recording Features

53. Q. How many tuners does my DVR have?
A. Most DVRs have two tuners. This feature allows you to record two channels at the same time, record one channel while watching another or record two programs and watch a 3rd program from your DVR recordings library.

Note: some DVRs are equipped with only a single tuner. See the Single Tuner FAQ section for more information.

54. Q. What is DVR Clipping?
A. If there is a recording overlap when both tuners are in use, i-Guide will clip the beginning of the program. See the DVR section in this manual for a review of DVR Clipping.

55. Q. Can I record or watch two programs at the same time?
A. Yes, you can use the SWAP button on your remote to change from one tuner to the other.

56. Q. Can the DVR play back a High Definition recording while another HD program is being recorded?
A. Yes. In fact, you can record two programs at once while watching a previously recorded program from the hard drive for both HD and regular programming.

57. Q. Are there separate buttons for each tuner? How do you make the Dual Tuner DVR record two programs at once?
A. i-Guide can record two different programs listed with overlapping times by pressing the Record button, by manually scheduling the recordings, or by setting future recordings from Program Information screen.

DVR – Single Tuner Recording Features

Refer to this section regarding recording

58. Q. Can I watch another program while I'm recording?
A. You can watch a previously recorded program while you are recording a live program by accessing the DVR menu. However, if you change channels you will see a screen asking you to confirm you want to change the channel and stop the recording.

59. Q. Can I schedule a recording for two shows airing at the same time?
A. Currently, your DVR can only record one program at a time. If you try to schedule a recording at the same time you have scheduled another, you will see a Scheduling Conflict message that gives you the opportunity to change your Recording Options.

Troubleshooting

60. Q. Why doesn't the set-top box respond when I press the keys on my remote?
A. If power is on, make sure your remote is in the Cable mode. Press the CABLE button on the remote.

61. Q. If the power goes out, do I need to reset my Parental Controls and Purchase PINs, Favorites and Reminders?
A. No. These features will not be lost if the terminal loses its power. However, the guide information will need to reload into the box.

62. **Q. Nothing happens when the MENU button is pushed, but I can change the channel up and down.**
A. If the terminal was just installed, it takes approximately 5-15 minutes for i-Guide to be downloaded to the set-top. If after 5-15 minutes nothing happens, unplug the terminal, plug it back in and wait another 5-15 minutes. If the guide still does not appear, contact your cable company.

63. **Q. I can't see the edges of the i-Guide screens.**
A. Select the Adjust Screen Position option from the Setup screen. Press the buttons until the arrows on the screen are centered. If image is centered and still cut off, check your TV's user manual.

64. **Q. The guide has locked up. Neither the buttons on the remote, nor the buttons on the terminal itself work.**
A. Try unplugging the terminal and then plugging it back in. This will reset the terminal and allow for data to be downloaded. It will take some time for the information to appear. If there is still a problem after the information has appeared, call your cable company.

65. **Q. I have no video, a snowy picture or I cannot tune to any of the digital channels.**
A. Make sure that all of the cable connections are secure and that the TV is tuned to the correct channel (3 or 4). Also, make sure you are actually controlling the cable terminal (press the CABLE button on the remote).

66. **Q. Why won't my remote control respond when I press a button?**
A. Go through this quick checklist to determine the problem:
1 Press the CABLE button on the remote to make sure it is in Cable mode. Try using the remote again.
2. If the remote is still not functioning correctly, press the CHANGE button on the front of the terminal. If the channel changes, there is a problem with the remote control. The batteries or the remote control itself may need to be replaced.
3. Unplug the terminal and plug it back in.
4. Call your cable company.

67. **Q. There are no listings in the guide, or the words "To Be Announced" appear in the listings screens.**
A. This can happen if there has been a power failure or if the terminal was unplugged. Make sure everything is plugged in and running. Wait 5-15 minutes for the channels and program data to load.

68. **Q. I have a message on my screen that says "This feature is currently being restored". What does this mean?**
A. This screen appears if you try to access a feature that is not available because the terminal has not received all the necessary data. This most commonly happens following a power loss.

69. **Q. I have a message on the screen that says "This channel should be available shortly". What does this mean?**
A. This screen will appear when you tune to a channel that is currently not available. If the channel is not available after 15-30 minutes, call your cable company.

70. **Q. What do I do if I am stuck in a screen or menu I do not understand and want to get out?**
A. You can always press the EXIT button on the remote to immediately return to watching TV. You can also press the LAST button to back up one screen at a time.

71. Q. The displayed information is incorrect.

A. Although i-Guide checks all data thoroughly before it is sent to your home, programmers do sometimes change their schedules at the last minute without notification. Please report erroneous data to your cable company.

72. Q. What happens to my DVR recordings if my digital cable box temporarily loses power?

A. All recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings in progress while the power was out.

Note: If you experience continued problems with your cable box, remote control or interactive program guide, please contact your local cable company.

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